

Use case: Produce Customer Report

Precondition: none

Actor: Manager

Goal: To display information about certain customers

Overview:

A manager accesses the system to see information about all customers, customers with overdue items, or customers who owe late fees.

Cross-reference:

R7a, R7b, R7c

Actor Action	System Response
1. The manager requests information about a certain set of customers	2. Displays information about customers.